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ABSTRACT

Using the skills and knowledge obtained in Office Career Occupations No. 1, the students will build their skill in typewriting and alphabetic filing. The 90-hour course also includes improvement of skills in numeric filing, communication, spelling, and computation; recognition of good personality traits, grooming habits, attitudes, and craftsmanship; exploration of the broad field of selling; and preparation of material for fluid duplicating. The bibliography lists basic references, workbooks, and supplementary resource materials. An appendix offering sample post-tests concludes the curriculum guide. (MW)

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AUTHORIZED COURSE OF INSTRUCTION FOR THE QUINMESTER PROGRAM

V-212

Course Outline
VOCATIONAL OFFICE EDUCATION, CLERICAL - 7645
(Office Career Occupations No. 2)
Department 48 - Quin 7645.12

OE-00 2340

DADE COUNTY PUBLIC SCHOOLS
DIVISION OF INSTRUCTION • 1973

D A D E C O U N T Y P U B L I C S C H O O L S

1 4 5 0 N O R T H E A S T S E C O N D A V E N U E

M I A M I, F L O R I D A 33132

Course Outline

VOCATIONAL OFFICE EDUCATION, CLERICAL - 7645
(Office Career Occupations No. 2)

Department 48 - Quin 7645.12

county office of

VOCATIONAL AND ADULT EDUCATION

THE SCHOOL BOARD OF DADE COUNTY

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Dr. E. L. Whigham, Superintendent of Schools
Dade County Public Schools
Miami, Florida 33132

November, 1973

Published by the School Board of Dade County

Course Description

7645	48	7645.12	Office Career Occupations No. 2
State Category Number	County Dept. Number	County Course Number	Course Title

Using the skills and knowledge obtained in Office Career Occupations No. 1, (7645.11), the students will build their skill in typewriting and alphabetic filing. This course also includes improvement of skills in numeric filing, communication, spelling, and computation; recognition of good personality traits, grooming habits, attitudes, and craftsmanship; exploration of the broad field of selling; and preparation of material for fluid duplicating.

Indicators of success: Following guidelines supplies by the Director of Vocational Program Services, the counselor and principal select and recommend students for admission to the program. Before entering Office Career Occupations No. 2, students must have attained the objectives of Office Career Occupations No. 1 (7645.11).

Clock Hours: 90

PREFACE

The following course outline has been prepared as a guide to help students in the building of skills and the development of personal qualities necessary for successful employment in office careers and sales work.

Approximately one-half of the time is to be devoted to typewriting. Students increase their skills through further drill and learn the basics of problem typing. Learning experiences should include vertical and horizontal centering, correct spacing after punctuation, proofreaders' marks, personal notes and letters, carbon copies, tabulation, and proper procedure for making corrections.

After a review of alphabetic filing rules, numeric filing will be introduced and students will apply numeric filing rules to problem situations. They will receive emphasis on spelling, computation, and the development of desirable personal traits.

In this course, the broad field of selling is explored. Many of the attributes valuable in sales work are also needed for successful office employment.

Students will acquire a basic knowledge of the function and operation of the fluid duplicator and learn to prepare materials for duplication on this machine. They will also examine the varied aspects of good communication and its importance in relationship to business.

The course is written for one quinmester. It is a two-hour instructional block for a total of 90 hours. The outline consists of nine blocks. Classroom instructional techniques include the use of learning activity packages, instruction (or assignment) sheets, demonstrations,

explanations, group discussions, chalkboard presentations, audio-visual aids, and guest speakers. The teacher is encouraged to arrange for individual as well as small and large group work.

The course introduces new material and is a continuation of skill-building for those students who have successfully attained the goals of OCO No. 1 (7645.11).

This outline was developed through the cooperative efforts of instructional and supervisory personnel, the Quinmester Advisory Committee, and the Vocational Curriculum Materials Service and has been approved by the Dade County Vocational Curriculum Committee.

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(With Suggested Hourly Breakdown)

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Proofreading	1
Typing Correspondence	1
Tabulation (Tables)	1
Problem Typing	2
Capitalization and Word Division	2
II. ALPHABETIC AND NUMERIC FILING (3-7 Hours)	
Review of Basic Alphabetic Filing Rules	2
Continuation of Alphabetic Filing	2
Introduction to Numeric Filing	2
III. COMMUNICATION (3-7 Hours)	
Oral	2
Written	2
IV. SPELLING (3-7 Hours)	
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V. COMPUTATION (7-13 Hours)	
Addition and Subtraction	3
Multiplication and Division	3
Decimals	3
Fractions	3
Percentages	3
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GOALS

The Office Career Occupations No. 2 student must be able to demonstrate:

1. The ability to successfully execute typing problems such as vertical and horizontal centering, tabulation, personal correspondence, memorandums, envelopes, postal cards, and short reports.

2. Ability in proofreading and making corrections, use of carbon paper, and proper application of spacing and word division rules.

3. Proficiency in alphabetic and numeric filing.

4. Knowledge of basic business terms, spelling guides, business arithmetic, and check writing.

5. An understanding of the necessity for developing good personality traits, attitudes, and craftsmanship.

6. Basic knowledge of the broad field of selling and its relationship to business and office occupations.

7. Skill in the preparation of materials for fluid duplicating.

8. An understanding of the importance of effective oral and written communication in business.

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BLOCK I - TYPEWRITING SKILL BUILDING

The student must be able to:

1. Center given material horizontally and vertically on full and half sheets of standard paper.
2. Use correct spacing after punctuation in typed work.
3. Demonstrate knowledge of basic proofreaders' marks by typing from rough draft copy.
4. Type personal notes and letters using correct form and placement.
5. Demonstrate ability to make a carbon copy by typing a given brief letter with one carbon.
6. Use the tabulator mechanisms properly in typing tables.
7. Exhibit knowledge of correct word division and capitalization in sample paragraphs.
8. Type memos, envelopes (small and large), short reports, and postal cards using proper placement and form.
9. Demonstrate skill in proofreading by locating and circling errors.

BLOCK II - ALPHABETIC AND NUMERIC FILING

The student must be able to:

1. Apply correctly the studied alphabetic filing rules given in filing projects.
2. Demonstrate understanding of numeric filing by completing a given simple problem.

BLOCK III - COMMUNICATION

The student must be able to:

1. Write a short report on the importance of good communication in the world of work.
2. List five business activities that require oral and written communication.

BLOCK IV - SPELLING

The student must be able to:

1. Spell with 95 percent accuracy a selected list of words from previous spelling studies.
2. Exhibit ability to apply division rules correctly to a given list of words.
3. Define business words and terms chosen from vocabulary study.

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BLOCK V - COMPUTATION

The student must be able to:

1. Complete accurately a group of 10 sample problems in addition, subtraction, multiplication, and division.
2. Solve selected business problems involving decimals, fractions, and percentages.
3. Demonstrate ability to write a check correctly and complete the stub.

BLOCK VI - PERSONALITY, ATTITUDES, AND CRAFTSMANSHIP

The student must be able to:

1. Write a brief report on good grooming, acceptable business behavior, and the development of proper attitudes.
2. List personal characteristics which are desirable for successful office employment.
3. Name and describe at least five types of clerical activities requiring good craftsmanship.

BLOCK VII - SALESMANSHIP

The student must be able to:

1. Describe the term "Distributive Occupations" and list at least five related job categories.
2. Define three types of retail selling and list five qualifications of a good salesman.

BLOCK VIII - FLUID DUPLICATING

The student must be able to:

1. Write a statement not to exceed four sentences about the purpose and function of the fluid duplicator.
2. List at least four steps in preparing a spirit process master.

BLOCK IX - QUINMESTER POST-TEST

The student must be able to:

1. Satisfactorily complete the quinmester post-test.

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Course Outline

VOCATIONAL OFFICE EDUCATION, CLERICAL - 7645
(Office Career Occupations No. 2)

Department 48 - Quin 7645.12

I. TYPEWRITING SKILL BUILDING

A. Centering
   1. Horizontal
      a. Individual lines
      b. Blocked columns
   2. Vertical
   3. Spread centering
   4. Odd-sized paper or cards

B. Spacing Rules
   1. After punctuation
   2. Vertical spacing
      a. Single
      b. Double
      c. Triple

C. Proofreading
   1. Locating errors
   2. Using proofreaders' marks
   3. Making corrections
      a. Inserting letters
      b. Erasing
      c. Using correction tape or fluid

D. Typing Correspondence
   1. Notes
      a. Placement
      b. Letter parts
   2. Letters
      a. Letter parts
      b. Placement
         (1) Personal letter
         (2) Formal personal letter
         (3) Personal business letter
      c. Folding and inserting
   3. Using carbon paper
      a. Making two or more copies
      b. Making corrections on carbon copies

E. Tabulation (tables)
   1. Clearing machine of old tab stops
   2. Planning placement of tab problem
   3. Using tab mechanism properly

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F. Problem Typing
   1. Memorandums
   2. Envelopes (small and large)
   3. Postal cards
   4. Short reports or themes

G. Capitalization and Word Division
   1. Learning
   2. Applying rules (introduction)

II. ALPHABETIC AND NUMERIC FILING

A. Review of Basic Alphabetic Filing Rules

B. Continuation of Alphabetic Filing

C. Introduction to Numeric Filing
   1. Nature and uses of a numeric file
   2. Organization of numeric files
   3. Advantages of numeric filing
   4. Arrangement of a numeric file
   5. Index card control file

III. COMMUNICATION

A. Oral
   1. Listening
      a. Receiving instructions
      b. Understanding explanations
      c. Writing from dictation
   2. Speaking
      a. Using the telephone
      b. Giving instructions
      c. Dealing with visitors
      d. Requesting information
      e. Using communication in selling

B. Written
   1. Composition
      a. Memorandums
      b. Letters
      c. Telegrams
      d. Orders
      e. Printed forms
   2. Qualities
      a. Courtesy
      b. Clearness
      c. Completeness
      d. Conciseness
      e. Correctness

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IV. SPELLING

A. Review of Spelling Guides
   1. Application of guides
   2. Word division

B. Vocabulary Building

V. COMPUTATION

A. Addition and Subtraction

B. Multiplication and Division

C. Decimals

D. Fractions

E. Percentages

F. Checkbooks

VI. PERSONALITY, ATTITUDES, AND CRAFTSMANSHIP

A. Cultivating Good Personality Traits
   1. Desirable personal characteristics
      a. Loyalty
      b. Manners
      c. Initiative
      d. Tact
      e. Judgment
      f. Memory
      g. Dependability
      h. Honesty
   2. Personal inventory

B. Recognizing and Adopting Proper Attitudes

C. Developing Craftsmanship
   1. Filing
   2. Handling mail
   3. Using the telephone
   4. Typing
   5. Duplicating
   6. Using other office machines

D. Learning Basics of Good Grooming
   1. Cleanliness
   2. Neatness
   3. Appropriateness of dress

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VII. SALESMANSHIP

A. Exploration of Distributive Occupations

B. Types of Selling
   1. Retail selling for a store
   2. Retail selling without a store
      a. Catalog retailing--mail order
      b. Direct selling
      c. Automatic vending

C. Qualifications of a Good Salesman

VIII. FLUID DUPLICATING

A. Introduction to Spirit Duplicating
   1. Purpose and function of the duplicator
   2. The process of operating the machine

B. Preparation of Spirit Masters

IX. QUINMESTER POST-TEST

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(Office Career Occupations No. 2)

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Touch Typing. Miami: Department of Media Services, Dade County Public Schools, 1971.

11S-MP-22 HORIZONTAL AND VERTICAL CENTERING
11S-MP-24 WORD DIVISION
11S-MP-25 VARIATIONS IN CENTERING
11S-MP-26 PARTS OF LETTERS
11S-MP-27 CARBON COPIES AND SMALL ENVELOPES
11S-MP-28 PROOFREADERS' MARKS

Films available from Dade County Audio-Visual Services:

1. Approach to Salesmanship. 16 mm. 10 min. Black and White. Sound. #1-04047.

2. Build Your Vocabulary. 16 mm. 10 min. Black and White. Sound. #1-01211.

3. Building Your Typing Skill. 16 mm. 10 min. Black and White. Sound. #1-04030.

4. Business Education in Florida. 16 mm. 16 min. Color. Sound. #1-10313.

5. Duplicating by the Spirit Method. 16 mm. 14 min. Color. Sound. #1-11566.

6. Earning Money While Going to School. 16 mm. 10 min. Black and White. Sound. #1-00493.

7. Filing Procedures in Business. 16 mm. 13½ min. Color. Sound. #1-11570.

8. Personal Qualities for Job Success. 16 mm. 11 min. Black and White. Sound. #1-00580.

9. Right at the Typewriter. 16 mm. 24 min. Black and White. Sound. #1-31383.

10. Salesmanship: Career Opportunities. 16 mm. 15 min. Color. Sound. #1-13311.

11. Voice of Your Business. 16 mm. 12½ min. Color. Sound. #1-13176.

A P P E N D I X

Quinmeter Post-Test Sample

OFFICE CAREER OCCUPATIONS NO. 2
POST-TEST

I. TYPEWRITING SKILL BUILDING

A. Centering: Horizontal and Vertical, Tabulation

Center the following table horizontally and vertically on a half sheet with 8 spaces between columns. Use double spacing, center the heading horizontally, and triple space after it.

Balanced Hand Words

duty	form	than
with	firm	then
city	usual	panels
ought	quantity	when
turns	title	wish
problems	auditor	spent
amend	proficient	rush

B. Punctuation, Proofreaders' Marks, Capitalization, and Word Division

Punctuation

State the number of times you should space after the following punctuation. If you should not space, answer none.

1. After a question mark
2. After a colon used in stating time
3. After a comma
4. After a period in an abbreviation
5. After an exclamation point at the end of a sentence
6. After a semicolon
7. After a left parenthesis
8. After a period at the end of a sentence

Proofreaders' Marks

Type each of the following sentences, correcting all errors indicated by the proofreaders' marks. Be very careful to use correct punctuation.

1. CAP bhn always was very p_untual for all his of classes
2. CAP Jean felt her High School, coral gables school high was the most strict school in the city.
3. Sarah began working at the insurance prudential co. on July 29.
4. CAP birds of a the feather will flock together" is the quote our teacher used today.
5. It will be quite easy of the problem is once thought through.

Capitalization

Type the following sentences with correct capitalization. Be careful to use the correct punctuation.

1. i am reading, for my book report, the house of the seven gables.

2. chapter iii, section ii, page 14 mentioned davis & Co., Inc.

3. brenda is studying english, history, spanish, shorthand, and typing.

4. Two of the largest high schools in the city are hialeah high school and miami high school.

5. there are many cities in dade county, just a few of which are hialeah, coral gables, homestead, and miami springs.

Word Division

If your typewriter bell rings when you are typing the first letter of the following words, where would you properly divide the word? Divide only those words that are divisible.

1. quote
2. fractions
3. recreation
4. product
5. powerful
6. central
7. sense
8. knowledge
9. introduce
10. quite

C. Typing Production Skill

Personal notes, business envelopes, memos, short reports, and postal cards. This production is a teacher-designed instrument. The teacher should select the areas of production from those named above that are most appropriate for evaluation for the individual group. The material should be familiar and suitable for junior high level. Specific directions should be given.

D. Letter Parts and Placement Test

1. Name the letter part that identifies the name and address of the person to whom the letter is written.
2. What is another word given to the greeting of a business letter?
3. What is the closing of a business letter called?
4. What is the sender's address called in the letter?
5. What type of spacing is used most often in the body of a business letter?
6. What type of spacing is used between the paragraphs of a business letter?

7. If initials are included at the bottom of a letter, what are they called?
8. Where do all the parts of the letter begin in a block style letter?
9. In a business letter typed in modified-block style, where is the date typed?
10. Where is the horizontal placement of the closing lines in modified block style?
11. How many blank lines are left after the salutation?
12. How many blank lines follow the dateline in a business letter?
13. If a letter to be mailed includes other material, what notation is used at the end of the letter?
14. How many blank lines precede the typewritten name at the end of a business letter?
15. Name the style of punctuation in which you use a colon after the salutation and a comma after the closing.

E. Proofreading

The teacher should incorporate proofreading evaluation in grading production drills and timed writing. Accuracy should be considered in production drill and timings. Credit can also be given for proofreading drills.

II. ALPHABETIC AND NUMERIC FILING

Alphabetic filing

Alphabetize the following list, putting each item in the proper indexing order.

Paul Gerrity
M. R. Corporation
E. Chin
Peter Haven Corporation
Miss Brenda Jones
Fifth Avenue Association
Walter Kany Corporation
Madison Junior High School
Paul Gerity
Dr. Thomas Bently

Numeric Filing

Alphabetize in indexing order and assign each item a number beginning with 570.

R. A. Ulrich
Uncle John's Frozen Food Outlet
Union County Assn. for Mental Health
United Merchants
Underhills'
U. S. Building Products Co.
Patrick Underhill and Co.
Board of Freeholders, Union County, N. J.
James William Turner, M.D.

III. COMMUNICATION AND SPELLING

A. Essay

One short essay assignment asking the students to tell in their own words the importance of good communication in the world of work.

B. Short essay paragraphs (optional)

Name and describe five activities in business that require use of good oral and written communications. Name and define at least three of the five qualities of good business communications.

C. The teacher will dictate 20 of the following vocabulary words:

consumer	premium
industry	investor
capital	return
specialization	voluntary
marketing	revenue
economical	output
creditor	automation
debtor	technology
repossess	monetary
securities	interest
policyholder	benefits
credit bureau	taxable income
demand deposits	withdrawal

The teacher can assign a vocabulary list for definitions, (using the above words, if appropriate) and ask students to define the words.

IV. COMPUTATION

Addition

1. $1,801 + $500 =
2. 5,404 + 33 =
3. 10,104 + 843 =

Subtraction

1. 10,443 - 300 =
2. 543 - 15 =
3. 9,853 - 234 =

Multiplication

1. 43 x 53 =
2. 25 x 25 =
3. $1,003 x 10 =

Division

1. 14. ÷ .07 =
2. 200. ÷ 14 =
3. 63.09 ÷ 18 =

Checkbook

The teacher can assign drills from class material on checks and check stubs, or use previous evaluation from other parts of the course.

Problems appropriate to the class level in computation of decimals, fractions, and percentage, should be used if these functions have not been sufficiently evaluated throughout the course.

V. PERSONALITY, ATTITUDES, AND CRAFTSMANSHIP

Report (optional)

The teacher will assign a report on good grooming, acceptable business behavior, and the development of proper attitudes. The report can be composed at the typewriter. The teacher may assign a rough-draft copy and a corrected final draft.

Essay (optional)

1. Name at least three personal characteristics you feel are desirable for successful office employment. Explain why you think these characteristics are essential for successful employment.

2. In your own words, name and describe five clerical activities that require good business skills.

VI. SALESMANSHIP

Essay (optional)

The teacher will assign typewritten answers to the following short essay questions:

1. Describe the term "Distributive Occupations" and then list two job-related categories.

2. Write a brief paragraph about two types of retail selling. Describe four characteristics of a good salesman.

VII. FLUID DUPLICATING

1. Write a brief statement that explains the purpose and function of the fluid duplicator.

2. List four steps in the preparation of a spirit master.

OFFICE CAREER OCCUPATIONS NO. 2
Post-Test Key

I. TYPEWRITING SKILL BUILDING

A. The assigned tabulation problem should appear as follows on a half sheet.

BALANCED HAND WORDS

duty	form	than
with	firm	then
city	usual	panels
ought	quantity	when
turns	title	wish
problems	auditor	spent
amend	proficient	rush

B. Punctuation, Proofreaders' Marks, Capitalization, and Word Division

Punctuation

1. 2
2. none
3. 1
4. 1
5. 2
6. 1
7. none
8. 2

Proofreaders' Marks

1. John always was very punctual for all his classes.
2. Jean felt her high school, Coral Gables High School, was the most spirited in the city.
3. Sarah began working at the Prudential Insurance Company on July 29.
4. "Birds of a feather flock together," is the quote our teacher used today.
5. It will be quite easy if the problem is once thought through.

Capitalization

1. I am reading, for my book report, The House of the Seven Gables.
2. Chapter III, Section II, Page 14, mentioned Davis & Company, Inc.
3. Brenda is studying English, history, Spanish, shorthand, and typing.
4. Two of the largest high schools in the city are Miami High School and Hialeah High School.
5. There are many cities in Dade County, just a few of which are Hialeah, Coral Gables, Homestead, and Miami Springs.

Word Division

1. quote
2. frac-tions
3. recre-ation
4. pro-duct
5. power-ful
6. cen-tral
7. sense
8. know-ledge
9. intro-duce
10. quite

C. Typing Production Skill

The teacher should grade any assigned problems for form, accuracy, and neatness. The ability of the group should be taken into consideration when determining the accuracy scale. One carbon copy should be included in the overall evaluation.

D. Letter Parts and Placement Test

1. Inside address
2. Salutation
3. Complimentary close
4. Return address or heading or letterhead
5. Single
6. Double
7. Reference initials
8. Left margin
9. Center or starting at center or ending at right margin
10. Center or starting at center or ending at right margin
11. One
12. Three
13. Enclosure
14. Four
15. Mixed punctuation

E. Proofreading--Teacher's individual evaluation

II. ALPHABETIC AND NUMERIC FILING

Alphabetic Filing

1. Bently, Thomas, Dr.
2. Chin, E.
3. Fifth Avenue Association
4. Gerity, Paul
5. Gerrity, Paul
6. Haven, Peter Corporation
7. Jones, Brenda (Miss)
8. Kany, Walter Corporation
9. M. R. Corporation
10. Madison Junior High School

Numeric Filing

Turner, William James, M.D.	570
Ulrich, R. A.	571
Uncle John's Frozen Food Outlet	572
Underhill, Patirck and Co.	573
Underhills'	574
Union County Assn. for Mental Health	575
Union County, N. J., Board of Freeholders	576
United Merchants	577
U. S. Building Products Co.	578

III. COMMUNICATION AND SPELLING

A. Essay

Teachers should grade the essays subjectively, watching for points they have emphasized in class discussions. Some of the following could be mentioned.

1. Public speaking
2. Telephone usage
3. Speaking for dictation (live or with dictation machine)
4. Writing concisely in the following:
   a. Business letters
   b. Memorandums
   c. Reports or directives
   d. Personal letters

B. Short Essay Paragraph

The following are the qualities of good communications the students should discuss. Definitions can vary according to material presented in class.

1. courtesy
2. completeness
3. conciseness
4. clearness
5. correctness

C. Spelling

Dictated spelling test should be graded on the basis of 95% accuracy. Definitions should be scaled according to the number of words defined.

IV. COMPUTATION

Addition

1. $2,301
2. 5,442
3. 10,947

Subtraction

1. 9,643
2. 528
3. 9,619

Multiplication

1. 2,494
2. 625
3. 10,030

Division

1. 200
2. 14.28
3. 3.505

The teacher will supply her individual key for all other computational tests she may use.

V. PERSONALITY, ATTITUDES, AND CRAFTSMANSHIP

The teacher must grade these papers according to his or her personal knowledge of the individual. He or she can take into consideration the individual progress of the student in his personality and attitude improvement.

VI. SALESMANSHIP

1. Distributive Occupations - Occupations involved in providing products to consumers in their finished form. List of jobs in essay are selected by the students.

2. Essay #2, if assigned, is teacher-graded.

VII. FLUID DUPLICATION

1. Teacher graded

2. At least four of the following steps should be included:
   a. Remove protection sheet from masterset
   b. Insert masterset in typewriter--open end first
   c. Type as you would normally type (or draw with ball-point pen)
   d. Use razor blade and correction pencil to correct errors
   e. Attach completed master to duplicating machine and run